Submission Overview

January 1 to March 31, 2021
155 total submissions

essexWORKS
Town of Essex Online
Report a Problem

Submission Breakdown by Category

Water 5%
Damaged Mailbox 4%
Hazard Trees 6%
Other/unsure 4%
Streetlights, Powerlines and Overhead Utilities 15%
Parks, Playgrounds, and Splash Pads 4%
Stormwater and Drainage 6%
Property Standards 5%
Signs and Traffic Signals 6%
Sanitary Sewer 1%
Roads, sidewalks, and bridges 44%
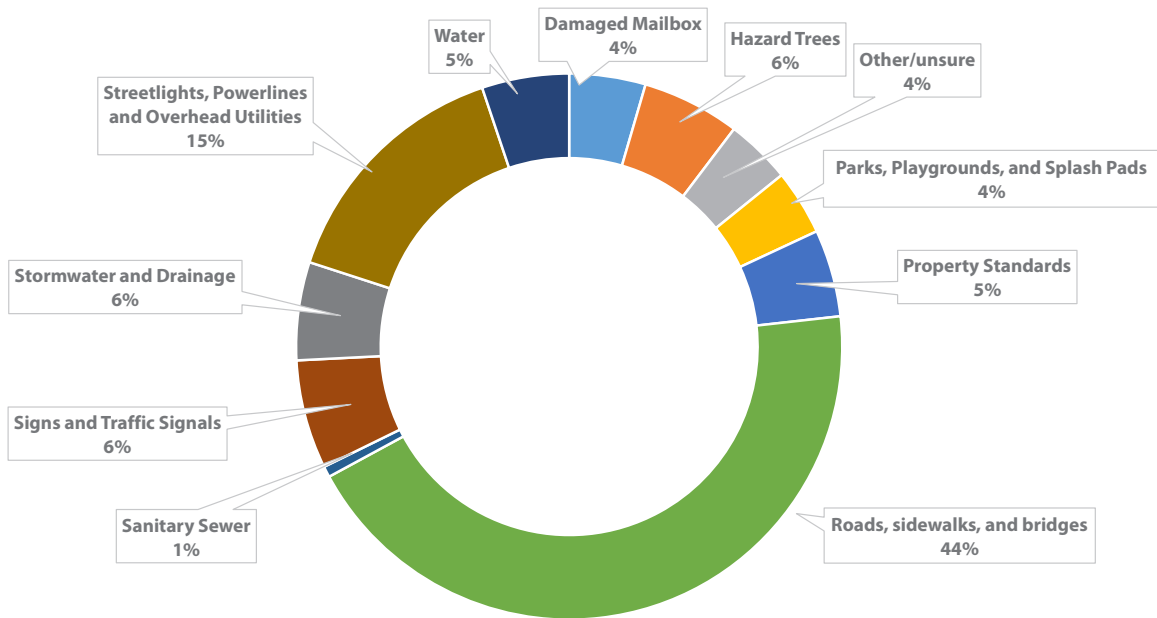
Action Metrics

Average Time to Action

6 days

This is the average number of days from when the problem is submitted to when the work is completed by Town staff.

Action in Three Days or Less

50 %

This is the percentage of submissions where work is completed within three days or less from the time of submission.

Notice Metrics

Average Time to Notice

19 days

This is the number of days from when the problem is submitted to when work order is closed and the citizen is notified.

Notice in Two Weeks or Less

54 %

This is the percentage of submissions where the citizen is notified of completed action within two weeks or less.